

ABSTRACT OF THE DISCLOSURE

[0279] An automation benefit of an automated call processing center is quantified as saved agent-time by gathering event-sequence data for a plurality of calls received by the call processing center; calculating an amount of time a task would take if performed by an agent instead of by an automated unit, wherein the task is capable of being performed by the automated unit; examining the event-sequence data to determine whether the task, which is capable of being performed in the automated unit, actually was performed in the automated unit for the plurality of calls; determining an automation rate for the task by calculating what percentage of calls involving the task actually was performed by the automated unit; and calculating an automation benefit by multiplying the automation rate by an amount of agent-time saved by performing the task in the automated unit instead of by an agent, wherein the amount of agent-time saved corresponds to the amount of time the task would take if performed by an agent.